



Spare Launch Web App

Accessibility Conformance Report

WCAG 2.2 Level A and AA

(Based on VPAT® Version 2.5)

Name of Product/Version:

Spare Labs Launch (web)

Report Date and Versions:

- Report Date: 2024-09-18
- Last Modified Date: 2024-09-18
- VPAT Version: spare-labs-launch-web-2024-01

Product Description:

A powerful mobility operating platform where you can design, launch, automate and continuously optimize demand response services that your community can rely on.

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Scope of work:

- Global Elements
- Live Map
- Live Requests
- Rides -> Requests
- Users -> Riders
- Riders -> Import Riders
- Riders -> Export Riders
- Spare Pay -> Payment Method Type
- Spare Pay -> Payment Method Type -> Add Payment Method Type

- Spare Pay -> Payment Method Type -> Add Payment Method Type -> Create New Payment
- Spare Pay -> Payment Method Type -> Add Payment Method Type -> Create New Payment -> EDIT/DELETE
- Shift scheduling page -> Duties
- Shift scheduling -> Duties -> edit, delete, create
- Shift scheduling -> Forecasting
- Service Planning -> Services page View
- Service Planning -> Services page, create, edit, delete
- Service Planning -> Optimization insights
- Service Planning -> Optimization Insights -> Simulation results modal
- Service Planning -> Fleets
- Service Planning -> Services
- Rider Communication -> event notifications, view
- Rider Communication -> event notifications, create, update, edit, delete
- Announcements
- CTRL + K -> Create a request page
- Request page itself
- Profile page

Evaluation Methods Used:

Spare Labs Launch App has been evaluated for web use. Crownpeak tested the web application on an PC and MacOS systems with the JAWS, NVDA and VoiceOver screen readers.

Manual and automated audits have been performed on a predefined set of representative screens. See the [scope of work](#).

Applicable Standards/Guidelines

This report covers the degree of conformance with the following accessibility standards/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.2	<ul style="list-style-type: none">• Table 1: Success Criteria, Level A• Table 2: Success Criteria, Level AA

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The product's functionality has at least one method that meets the criterion without known defects or with equivalent facilitation.
- **Partially Supports:** Some of the product's functionality does not meet the criterion.
- **Does Not Support:** Most product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.2 Report

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, screens, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below.</p> <ul style="list-style-type: none"> • Controls, Input: If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Success Criterion 4.1.2 for additional requirements for controls and content that accepts user input.) • Time-Based Media: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non- text content. (Refer to Guideline 1.2 for additional requirements for media.) • Test: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content. • Sensory: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content. • CAPTCHA: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non- text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities. • Decoration, Formatting, Invisible: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology. 	Partially Supports	<p>Most content and functionality on the platform provide text alternatives for non-text elements. However, some areas of the platform lack proper text alternatives, which can limit accessibility for users relying on assistive technologies. Key issue is as follows:</p> <p>Forecasting</p> <ul style="list-style-type: none"> - The forecasting graphic does not have a text alternative, making the information inaccessible to users who cannot view the visual content.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</u> For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such:</p> <ul style="list-style-type: none"> • Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. • Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content. 	Not Applicable	The Platform does not contain prerecorded audio-only or video-only media.
<p><u>1.2.2 Captions (Prerecorded) (Level A)</u> Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.</p>	Not Applicable	The Spare Launch Platform does not contain prerecorded synchronized media.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</u> Captions are provided for all live audio content in synchronized media.</p>	Not Applicable	The Spare Launch Platform does not contain prerecorded video content that would require audio description or a media alternative.
<p><u>1.3.1 Info and Relationships (Level A)</u> Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p>	Does Not Support	<p>Most content relationships and structures on the site are not correctly identified or programmatically conveyed to assistive technologies. Key issues are as follows:</p> <p>Live Requests</p> <ul style="list-style-type: none"> - Visual heading not identified as such. - Visual table header not identified as such. <p>Rides - Requests</p> <ul style="list-style-type: none"> - The number of results displayed does not match the text. - Semantics of the list are incorrectly

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		<p>announced on the Filter dialog.</p> <ul style="list-style-type: none"> - The number of results displayed does not match the text. <p>Requests</p> <ul style="list-style-type: none"> - The unit of measurement is not announced on the Filter dialog. <p>Riders - Import Riders</p> <ul style="list-style-type: none"> - Visual list not identified as such. <p>Spare Pay - Payment Method Type - Add Payment Method Type</p> <ul style="list-style-type: none"> - The checkboxes are not grouped and associated with their group label. - Field instructions not properly associated. - 'Name' field not announced as required. <p>Shift Scheduling - Duties</p> <ul style="list-style-type: none"> - The current day is not announced. - Visible label is not announced when the vehicle checkboxes are focused. <p>Forecasting</p> <ul style="list-style-type: none"> - The legend region lacks a region role and an identifying name. - The colors in the legend are not conveyed to screen reader users. <p>Service Planning - Add Service Dialog</p> <ul style="list-style-type: none"> - When a not-allowed value is selected on spin buttons, the error message displayed is not programmatically associated with the input. <p>Service Planning - Fleets</p> <ul style="list-style-type: none"> - Table footer not announced as such. <p>Rider Communication - Event Notifications - View</p> <ul style="list-style-type: none"> - Visual definition list not identified as such. <p>Rider Communication - Add Event Notification</p> <ul style="list-style-type: none"> - Visual listbox with grouped options is not

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		<p>implement as such.</p> <p>Announcement</p> <ul style="list-style-type: none"> - List of announcements not coded as such. <p>Announcement - Add geofences</p> <ul style="list-style-type: none"> - Non-essential information for screen reader users is focused and announced. <p>CTRL + K - Create a request</p> <ul style="list-style-type: none"> - Visible label is not announced when the Search Rider combobox is focused. <p>Request page itself - Payment - Filters</p> <ul style="list-style-type: none"> - Elements with role="menuitemcheckbox" are not contained within a menu element. <p>Profile</p> <ul style="list-style-type: none"> - The 'Enabled' checkbox is announced without enough context.
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.</p>	Partially Supports	<p>Most content and functionality on the platform follow a meaningful sequence that is programmatically determined. However, there is an issue that disrupts the sequence of content, affecting the user's ability to interact with it smoothly. Key issue is as follows:</p> <p>Rider Communication - Add Event Notification</p> <ul style="list-style-type: none"> - The "Delete Event Notification" control is not properly announced when activated, and the page reloads, breaking the logical sequence of content presented to users relying on assistive technologies.
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound.</p> <p><i>Note:</i> For requirements related to color, refer to Guideline</p>	Supports	<p>Instructions do not rely solely on sensory characteristics.</p>

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<p>1.4.</p> <p>1.4.1 Use of Color (Level A)</p> <p>Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> <p><i>Note:</i> This success criterion addresses color perception specifically. Other forms of perception are covered in Guideline 1.3 including programmatic access to color and other visual presentation coding.</p>	Partially Supports	<p>Most content and functionality on the platform do not convey information through color alone. However, some areas of the platform do rely on color as the sole means of conveying important information. Key issues are as follows:</p> <p>Live Requests & Shift Scheduling - Duties</p> <ul style="list-style-type: none"> - Color is used as the sole method to identify the current time/duty state in the table. <p>Service Planning - Add Service Dialog - Payments</p> <ul style="list-style-type: none"> - 'Edit fare rules' link is identified only by color. <p>Rider Communication - Add Event Notification</p> <ul style="list-style-type: none"> - The blue color of the "full list of message variables". link is not distinguishable from the surrounding text. <p>Shift scheduling page - Duties</p> <ul style="list-style-type: none"> - Color is used as the sole method to identify the duty state in the grid.
<p>1.4.2 Audio Control (Level A)</p> <p>Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> <p><i>Note:</i> This success criterion addresses color perception specifically. Other forms of perception are covered in Guideline 1.3 including programmatic access to color and other visual presentation coding.</p>	Not Applicable	<p>The platform does not contain audio that plays automatically.</p>
<p>2.1.1 Keyboard (Level A)</p> <p>All functionality of the content is operable through a keyboard interface without requiring specific timings for</p>	Partially Supports	<p>Most platform functionality can be accessed and operated using a keyboard. However, there are several areas that are not</p>

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<p>individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.</p> <p><i>Note 1:</i> This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.</p> <p><i>Note 2:</i> This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.</p>		<p>keyboard operable. Key issues are as follows:</p> <p>Live Requests</p> <ul style="list-style-type: none"> - Tooltip content is not accessible with a keyboard. - Draggable functionality is not accessible to screen reader users. <p>Rides - Requests</p> <ul style="list-style-type: none"> - Previous and Next controls are not keyboard operable. - Control for sorting Asc/Desc is not keyboard operable. <p>Shift scheduling - Duties</p> <ul style="list-style-type: none"> - The week carousel is not keyboard accessible. - Controls related to vehicle owners are not Tab focusable. - Checkbox is activated/deactivated with the Tab key. <p>Duties - Edit/Create Duty</p> <ul style="list-style-type: none"> - When the vehicle options are expanded and ESC is pressed the dialog closes. <p>Rider Communication - Add Event Notification</p> <ul style="list-style-type: none"> - The 'All Services' menu button does not close with the Esc key. <p>Announcement</p> <ul style="list-style-type: none"> - The "Undo geofence" control is not operable using the keyboard. - Color and icon controls are not accessible for keyboard users. - "Edit geofence" function is not available to keyboard users.
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved</p>	<p>Supports</p>	<p>The platform does not contain any keyboard traps.</p>

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<p>away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.</p> <p><i>Note:</i> Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.</p>		
<p>2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)</p> <p>If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:</p> <ul style="list-style-type: none"> • Turn off: A mechanism is available to turn the shortcut off. • Remap: A mechanism is available to remap the shortcut to include one or more non-printable keyboard keys (e.g., Ctrl, Alt). • Active only on focus: The keyboard shortcut for a user interface component is only active when that component has focus. 	Supports	The platform does not provide character key shortcuts.
<p>2.2.1 Timing Adjustable (Level A)</p> <p>For each time limit that is set by the content, at least one of the following is true:</p> <ul style="list-style-type: none"> • Turn off: The user is allowed to turn off the time limit before encountering it; or • Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times 	Does Not Support	The platform does not fully support timing adjustments for content that disappears automatically. Specifically, when creating a Request feature there is a toast message ("Copied to clipboard"), that disappears too quickly and is not announced. Users are not given enough time to read or acknowledge the message, and there is no option to

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<p>the length of the default setting; or</p> <ul style="list-style-type: none"> • Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or • Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or • Essential Exception: The time limit is essential and extending it would invalidate the activity; or • 20 Hour Exception: The time limit is longer than 20 hours. 		<p>adjust, extend, or disable the time limit, making it inaccessible for users relying on more time to interact with this information.</p>
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <ul style="list-style-type: none"> • Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential. <p><i>Note 1:</i> For requirements related to flickering or flashing content, refer to Guideline 2.3.</p>	<p>Not Applicable</p>	<p>The platform does not include elements that move, blink, scroll, or auto-update.</p>

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<p><i>Note 2:</i> Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.</p> <p><i>Note 3:</i> Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so.</p> <p><i>Note 4:</i> An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken.</p>		
<p><u>2.3.1 Three Flashes or Below Threshold (Level A)</u> Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.</p> <p><i>Note:</i> Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.</p>	Not Applicable	The platform does not contain flashing content.
<p><u>2.4.1 Bypass Blocks (Level A)</u> A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.</p>	Supports	The platform provides a mechanism to bypass blocks of content that are repeated on multiple pages,

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<p>2.4.2 Page Titled (Level A) Web pages have titles that describe topic or purpose.</p>	Supports	All sections of the platform contain their corresponding titles.
<p>2.4.3 Focus Order (Level A) If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.</p>	Does Not Support	<p>The majority of interactive elements fail to maintain or restore focus appropriately, resulting in an inaccessible experience for users who rely on keyboard navigation. In multiple areas, focus is lost, incorrectly ordered, or announced twice, which can significantly disrupt the user's navigation experience. Key issues are as follows:</p> <p>Live Requests</p> <ul style="list-style-type: none"> - Checkboxes are focused and announced twice. - Focus is not visible when checking or unchecking a checkbox. <p>Riders - Import Riders/Export Riders</p> <ul style="list-style-type: none"> - Focus does not return to the 'Import Riders' button when the dialog is closed. - Focus is lost when a file is imported. <p>Shift Scheduling - Duties</p> <ul style="list-style-type: none"> - When an option is selected in the 'Vehicle' control, the focus is lost. - In the 'Create' section, the focus does not return to the button that triggered the action. <p>Service Planning</p> <ul style="list-style-type: none"> - When the 'Add Service' link is activated, the focus is lost. - In the 'Add Service' dialog under 'Service Details', the focus is lost when an image is uploaded. - In the 'Optimization Insights' section, the focus is lost when the 'Spare Fleet' accordion is activated within the 'Fleet' tab panel. <p>CTRL + K - Create a Request Page</p>

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		<ul style="list-style-type: none"> - When a rider is selected from the list, the focus is lost. - Focus sequence issue. <p>Announcements</p> <ul style="list-style-type: none"> - Focus does not get trapped inside the dialog. <p>Request page - Payment - Filter</p> <ul style="list-style-type: none"> - Focus is not positioned in the datepicker. - Focus is lost when selecting an end date in the datepicker. <p>Global - Table</p> <ul style="list-style-type: none"> - Every cell in the table is focused and trigger the same action. <p>Profile</p> <ul style="list-style-type: none"> - Listbox options cannot be focused using screen reader. - Incorrect focus order for the 'Phone Number' components.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.</p>	Supports	The purpose of each link in the platform can be determined from the link text alone or from the programmatic context of the link.
<p>2.5.1 Pointer Gestures (Level A 2.1 and 2.2)</p> <p>All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.</p>	Supports	The platform does not rely on multipoint or path-based gestures.
<p>2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)</p> <p>For functionality that can be operated using a single pointer, at least one of the following is true:</p>	Supports	The platform functions that use a single pointer, like a mouse or touch, are completed on the up-event when the user

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<ul style="list-style-type: none"> • No Down-Event: The down-event of the pointer is not used to execute any part of the function. • Abort or Undo: Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion. • Up Reversal: The up-event reverses any outcome of the preceding down-event. • Essential: Completing the function on the down-event is essential. 		lifts their finger or releases the mouse button.
2.5.3 Label in Name (Level A 2.1 and 2.2) For user interface components with labels that include text or images of text, the name contains the text that is presented visually.	Supports	The accessible name of each user interface component that includes a visible text label corresponds to that label text.
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when: <ul style="list-style-type: none"> • Supported Interface: The motion is used to operate functionality through an accessibility supported interface. • Essential: The motion is essential for the function and doing so would invalidate the activity. 	Not Applicable	The platform does not have functionality operated by device motion or user motion.
3.1.1 Language of Page (Level A) The default human language of each Web page can be programmatically determined.	Supports	The default language of the platform is identified using the lang attribute in the html element.
3.2.1 On Focus (Level A) When any user interface component receives focus, it does not initiate a change of context.	Supports	The platform's components do not initiate a change of context when focused.
3.2.2 On Input (Level A) Changing the setting of any user interface component does not automatically cause a change of context unless the	Supports	Changes of context do not occur automatically on user input.

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<p>user has been advised of the behavior before using the component.</p>		
<p>3.2.6 Consistent Help (Level A 2.2 only)</p> <p>If a Web page contains any of the following help mechanisms, and those mechanisms are repeated on multiple Web pages within a set of Web pages, they occur in the same order relative to other page content, unless a change is initiated by the user:</p> <ul style="list-style-type: none"> • Human contact details. • Human contact mechanism. • Self-help option. • A fully automated contact mechanism. <p><i>Note 1:</i> Help mechanisms may be provided directly on the page, or may be provided via a direct link to a different page containing the information.</p> <p><i>Note 2:</i> For this Success Criterion, "the same order relative to other page content" can be thought of as how the content is ordered when the page is serialized. The visual position of a help mechanism is likely to be consistent across pages for the same page variation (e.g., CSS break-point). The user can initiate a change, such as changing the page's zoom or orientation, which may trigger a different page variation. This criterion is concerned with relative order across pages displayed in the same page variation (e.g., same zoom level and orientation).</p>	Supports	Help mechanisms, such as open help center and chatbots appear in a consistent order across multiple pages within the platform.
<p>3.3.1 Error Identification (Level A)</p> <p>If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.</p>	Partially Supports	<p>The platform does provide error identification, but there are specific areas where error messages are not properly announced to the user. Key issues are as follows:</p> <p>Spare Pay</p> <ul style="list-style-type: none"> - Errors are not announced after pressing

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		the "Create New Payment Method Type" button. Service Planning - Add Service - The general error message "There are no active fleets linked with this service" is not announced as an error. - In-line error messages are not announced.
3.3.2 Labels or Instructions (Level A) Labels or instructions are provided when content requires user input.	Partially Supports	There are some elements, such as checkboxes that do not have proper labels associated with them. However, while this affect only one part in the platform, they do not indicate a platform-wide failure. Key issues is as follows: Shift scheduling - Duties - Checkbox 'Select All' does not have a visible label associated.
3.3.7 Redundant Entry (Level A 2.2 only) Information previously entered by or provided to the user that is required to be entered again in the same process is either: • auto-populated, or • available for the user to select. Except when: • re-entering the information is essential, • the information is required to ensure the security of the content, or • previously entered information is no longer valid.	Supports	The platform auto-populates or allows users to select previously entered information (for example, rider details, addresses, or request data).
4.1.1 Parsing (Level A) WCAG 2.2 (obsolete and removed)	Not Applicable	This criterion has been removed in WCAG 2.2, so it no longer applies.
4.1.2 Name, Role, Value (Level A) For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically	Does Not Support	Key elements, such as checkboxes, comboboxes, buttons, and dialogs, lack accessible names, roles, or values, which are essential for compatibility with assistive

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<p>determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.</p> <p><i>Note:</i> This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.</p>		<p>technologies. Key issues are as follows:</p> <p>Live Requests</p> <ul style="list-style-type: none"> - Fixed columns dialog is announced without a name when opened. <p>Rides - Requests</p> <ul style="list-style-type: none"> - Checkboxes are announced without an accessible name. - Checkbox 'Select all' does not have a visible label nor an accessible name. - Previous/Next disabled controls are not announced as such. - The 'ACTIONS' buttons are announced without an accessible name. - More options dialog is announced without a name when opened. <p>Users - Riders</p> <ul style="list-style-type: none"> - User profile links in the 'PHOTO' column are announced without an accessible name. <p>Riders - Import Riders</p> <ul style="list-style-type: none"> - Buttons nested with the same functionality. <p>Spare Pay - Payment Method Type</p> <ul style="list-style-type: none"> - Add Payment Method Type - Payment Provider announced as required. <p>Shift Scheduling - Duties</p> <ul style="list-style-type: none"> - 'Search' combobox is announced without an accessible name. - The vehicle selection combobox does not have a visible label nor an accessible name. - The checkbox has no accessible name or visible label. <p>Shift Scheduling - Duties - Edit</p> <ul style="list-style-type: none"> - 'Driver' combobox is not announced as such. - The list role is announced twice. <p>Service Planning - Add Service Dialog</p>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> - 'Upload an image' control announced without a role. - 'Select' in the Rider Options > 'Service Accessibility Features' section does not have an accessible name. - Spin buttons not announced as such. <p>Rider Communication - Add Event Notification</p> <ul style="list-style-type: none"> - Checkboxes in the 'All Services' menu do not have an accessible name. <p>Announcements</p> <ul style="list-style-type: none"> - "Display Active" button does not announce its state. <p>Optimization insights</p> <ul style="list-style-type: none"> - Sliders in the 'Fleets' tabpanel do not have accessible name. <p>CTRL + K - Create a request</p> <ul style="list-style-type: none"> - 'Payment Method' combobox is announced as autocomplete. - Some textarea input fields do not have accessible names. - The 'No Drivers Available' heading is announced as a button disabled. <p>Request page itself</p> <ul style="list-style-type: none"> - Tab panel is not implemented as such. <p>Request page itself - Payment - Filters</p> <ul style="list-style-type: none"> - The "Create at" date control does not announce opens datepicker.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Captions are provided for all live audio content in synchronized media.	Not Applicable	The platform does not contain live synchronized media.
1.2.5 Audio Description (Prerecorded) (Level AA) Audio description is provided for all prerecorded video content in synchronized media.	Not Applicable	The platform does not contain prerecorded video content that would require audio description.
1.3.4 Orientation (Level AA 2.1 and 2.2) Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.	Supports	The content of the site does not restrict its view and operation to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) The purpose of each input field collecting information about the user can be programmatically determined when: <ul style="list-style-type: none"> • The input field serves a purpose identified in the Input Purposes for User Interface Components section; and • The content is implemented using technologies with support for identifying the expected meaning for form input data. 	Partially Supports	While most form fields on the platform are correctly implemented with appropriate attributes, the "Name" field lacks the autocomplete attribute. Key issues is as follows: Spare Pay - Payment Method Type - Add Payment Method Type - The Name field does not have the autocomplete attribute defined.
1.4.3 Contrast (Minimum) (Level AA) The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: <ul style="list-style-type: none"> • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1. • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. 	Partially Supports	While some text elements on the platform fail to meet the minimum color contrast requirements, the majority of the text throughout the platform meets the required standards. Key issues are as follows: Riders - Import Riders - "Download again" text inside the error message fails the color contrast requirement. Shift Scheduling - Duties - The gray "No result" text fails the contrast color against the background. Request page itself - White text fail the contrast against orange background.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • Logotypes: Text that is part of a logo or brand name has no contrast requirement. 		Request page itself - Payment - Filters - White numbers in the date selected fails the color contrast.
1.4.4 Resize text (Level AA) Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.	Partially Supports	While most content can be resized to 200% without loss of functionality or visibility, there are certain areas where improvements are needed. Key issues are as follows: Shift Scheduling Page - Duties - Some content is cut off when zoomed to 200%, which violates the criterion as it results in a loss of content visibility.
1.4.5 Images of Text (Level AA) If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: (Level AA) <ul style="list-style-type: none"> • Customizable: The image of text can be visually customized to the user's requirements; • Essential: A particular presentation of text is essential to the information being conveyed. <i>Note:</i> Logotypes (text that is part of a logo or brand name) are considered essential.	Supports	The platform uses text instead of images of text.
1.4.10 Reflow (Level AA 2.1 and 2.2) Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: <ul style="list-style-type: none"> • Vertical scrolling content at a width equivalent to 320 CSS pixels. • Horizontal scrolling content at a height equivalent to 256 CSS pixels. Except for parts of the content which require two-dimensional layout for usage or meaning.	Does Not Support	The content on the Spare Launch Platform does not support reflow. Content cannot be viewed without horizontal and vertical scrolling in a viewport that is 320 pixels wide.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)</p> <p>The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s):</p> <ul style="list-style-type: none"> • User Interface Components: Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author. • Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed. 	Does Not Support	<p>The platform fails to meet the contrast requirements for non-text elements in several key areas, particularly for icons, focus indicators, and graphical objects. These elements do not adhere to the required contrast ratio of at least 3:1. Key issues are as follows:</p> <p>Users - Riders</p> <ul style="list-style-type: none"> - The gray sortable icon on white fails contrast ratio requirements. <p>Forecasting</p> <ul style="list-style-type: none"> - The gray color of the legend against the white background does not meet the color contrast ratio. - The purple color of the legend against the white background does not meet the color contrast ratio. - The pink color of the legend against the white background does not meet the color contrast ratio. <p>Service Planning - Optimization Insights</p> <ul style="list-style-type: none"> - The gray color of the sliders against the white background does not meet the color contrast ratio. <p>Service Planning - Fleets</p> <ul style="list-style-type: none"> - Gray focus indicator in 'Search' suggestion list fails color contrast. <p>Announcements</p> <ul style="list-style-type: none"> - The blue underlined focus indicator on announcement links fails color contrast ratio. <p>Profile</p> <ul style="list-style-type: none"> - The gray focus indicator against the background fails the color contrast requirements. - Light blue focus indicators fail contrast on a white background.

Criteria	Conformance Level	Remarks and Explanations
		<p>- The gray border of the checkbox fails the color contrast against the white background. Request page itself - Payment - Filters - The gray 'X' in the button against the background fails the color contrast requirements.</p>
<p>1.4.12 Text Spacing (Level AA 2.1 and 2.2) In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:</p> <ul style="list-style-type: none"> • Line height (line spacing) to at least 1.5 times the font size; • Spacing following paragraphs to at least 2 times the font size; • Letter spacing (tracking) to at least 0.12 times the font size; • Word spacing to at least 0.16 times the font size. <p>Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.</p>	Supports	<p>The spacing between letters, words, lines of text and/or paragraphs can be adjusted across the platform.</p>
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <ul style="list-style-type: none"> • Dismissible: A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content. 	Partially Supports	<p>While the tooltip content in the "Live Requests" section is not persistent on mouse hover, most content that appears on hover or focus persists appropriately. Key issues are as follows: Live Requests - Tooltip content is not persistent on mouse hover.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • Hoverable: If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing. • Persistent: The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid. <p>Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.</p>		
<p>2.4.5 Multiple Ways (Level AA)</p> <p>More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.</p>	Supports	The platform offers multiple ways to access and navigate services.
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Headings and labels describe topic or purpose.</p>	Partially Supports	<p>While most labels and headings across the platform are descriptive and provide sufficient context, there are specific areas, such as buttons and controls, where improvements are needed to ensure all elements are accurately described and provide meaningful context for users. Key issues are as follows:</p> <p>Global</p> <ul style="list-style-type: none"> - The name of the Filter button is not accurate when some filters are selected. <p>Rides - Requests</p> <ul style="list-style-type: none"> - Pagination controls are announced without enough context. <p>Shift Scheduling Page - Duties</p> <ul style="list-style-type: none"> - Delete button is announced without enough context. <p>Shift Scheduling - Duties - Add Duty</p> <ul style="list-style-type: none"> - The name of the 'Add Duty' dialog does not describe its purpose.

Criteria	Conformance Level	Remarks and Explanations
		Forecasting: - The day controls in the carousel don't have enough context. Announcements: - Accessible name of color radio buttons is not meaningful. CTRL + K - Create a Request Page - The 'View' button does not have enough context.
2.4.7 Focus Visible (Level AA) Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	Partially Supports	While most interactive elements have visible focus indicators, there are areas where the focus indicator is not visible. Key issues are as follows: Service Planning - Add Service - The focus indicator is not visible on the accordion buttons, which impacts keyboard navigation.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) When a user interface component receives keyboard focus, the component is not entirely hidden due to author-created content. <i>Note 1:</i> Where content in a configurable interface can be repositioned by the user, then only the initial positions of user-movable content are considered for testing and conformance of this Success Criterion. <i>Note 2:</i> Content opened by the user may obscure the component receiving focus. If the user can reveal the focused component without advancing the keyboard focus, the component with focus is not considered hidden due to author-created content.	Partially Supports	While most interface components on the platform are properly managed when receiving keyboard focus, there are areas where the focus is obstructed by other content. Key issue is as follows: Request page - Payment - Filters - The datepicker does not close when focus leaves, obstructing elements behind it and affecting navigation.
2.5.7 Dragging Movements (Level AA 2.2 only) All functionality that uses a dragging movement for	Does Not Support	The platform does not fully support keyboard accessibility for certain functions.

Criteria	Conformance Level	Remarks and Explanations
<p>operation can be achieved by a single pointer without dragging, unless dragging is essential or the functionality is determined by the user agent and not modified by the author.</p> <p><i>Note:</i> This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology).</p>		<p>Specifically, the Add geofence feature requires a dragging movement for operation, but it cannot be completed using alternative methods such as a single pointer or keyboard input. Key issue is as follows:</p> <p>Announcement</p> <p>- Add geofence functionality is not available to keyboard users.</p>
<p>2.5.8 Target Size (Minimum) (Level AA 2.2 only)</p> <p>The size of the target for pointer inputs is at least 24 by 24 CSS pixels, except where:</p> <ul style="list-style-type: none"> • Spacing: Undersized targets (those less than 24 by 24 CSS pixels) are positioned so that if a 24 CSS pixel diameter circle is centered on the bounding box of each, the circles do not intersect another target or the circle for another undersized target. • Equivalent: The function can be achieved through a different control on the same page that meets this criterion. • Inline: The target is in a sentence or its size is otherwise constrained by the line-height of non-target text. • User agent control: The size of the target is determined by the user agent and is not modified by the author. • Essential: A particular presentation of the target is essential or is legally required for the information being conveyed. <p><i>Note 1:</i> Targets that allow for values to be selected spatially based on position within the target are considered one target for the purpose of the success criterion. Examples include sliders, color pickers displaying a</p>	Supports	<p>All interactive elements on the platform meet the 24x24 CSS pixel requirement.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>gradient of colors, or editable areas where you position the cursor.</p> <p><i>Note 2:</i> For inline targets the line-height should be interpreted as perpendicular to the flow of text. For example, in a language displayed vertically, the line-height would be horizontal.</p>		
<p>3.1.2 Language of Parts (Level AA)</p> <p>The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.</p>	Supports	All interactive elements on the platform meet the 24x24 CSS pixel requirement.
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.</p>	Supports	Within the platform, the language of each portion of the page is programmatically determinable.
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Components that have the same functionality within a set of Web pages are identified consistently.</p>	Supports	The platform provides consistent and repeatable navigation.
<p>3.3.3 Error Suggestion (Level AA)</p> <p>If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.</p>	Supports	Components that have the same functionality within the platform are identified consistently.
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is</p>	Not Applicable	When an error is automatically detected within a data entry form in the platform, the resulting error message provides suggestions for correction.

Criteria	Conformance Level	Remarks and Explanations
<p>true:</p> <ul style="list-style-type: none"> • Reversible: Submissions are reversible. • Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. 		
<p>3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)</p> <p>A cognitive function test (such as remembering a password or solving a puzzle) is not required for any step in an authentication process unless that step provides at least one of the following:</p> <ul style="list-style-type: none"> • Alternative: Another authentication method that does not rely on a cognitive function test. • Mechanism: A mechanism is available to assist the user in completing the cognitive function test. • Object Recognition: The cognitive function test is to recognize objects. • Personal Content: The cognitive function test is to identify non-text content the user provided to the Web site. <p><i>Note 1:</i> "Object recognition" and "Personal content" may be represented by images, video, or audio.</p> <p><i>Note 2:</i> Examples of mechanisms that satisfy this criterion include: support for password entry by password managers to reduce memory need, and copy and paste to reduce the cognitive burden of re-typing.</p>	Not Applicable	<p>No forms within the site submit actions that cause legal commitments or financial transactions to occur, nor do any forms submit actions that modify or delete user-controllable data in data storage systems.</p>
<p>4.1.3 Status Messages (Level AA 2.1 and 2.2)</p> <p>In content implemented using markup languages, status messages can be programmatically determined through</p>	Partially Supports	<p>The platform provides some status messages that are accessible to assistive technologies, but there are significant gaps where</p>

Criteria	Conformance Level	Remarks and Explanations
<p>role or properties such that they can be presented to the user by assistive technologies without receiving focus.</p>		<p>feedback is not announced or conveyed properly, affecting accessibility for users relying on screen readers or other assistive technologies. Key issues are as follows:</p> <p>Live Requests</p> <ul style="list-style-type: none"> - Loading animation is not announced when a tab is activated. - No feedback when the 'Reset to default' button is activated. - The new date is not been announced. <p>Riders - Import Riders</p> <ul style="list-style-type: none"> - Error message is not announced once displayed. <p>Spare Pay - Payment Method Type</p> <ul style="list-style-type: none"> - The "No Results Found" message is not announced. <p>Shift scheduling - Duties</p> <ul style="list-style-type: none"> - No feedback when the page change. <p>Duties - Edit</p> <ul style="list-style-type: none"> - Message not announced when 'Save' button is activated. <p>Shift scheduling - Duties - Create</p> <ul style="list-style-type: none"> - Error message in the date field is not announced when displayed. - No feedback is announced when a 'Duty' is removed. <p>Service Planning - Add Service dialog - Rider Options - Service Accessibility Features</p> <ul style="list-style-type: none"> - No feedback is announced when an Accessibility Service is added or removed <p>Rider Communication - Add Event Notification</p> <ul style="list-style-type: none"> - There is no feedback when the user reached the maximum number of characters. - There is no feedback when a variable is

Criteria	Conformance Level	Remarks and Explanations
		selected. CTRL + K - Create a request page - Search result not announced to screen reader users

Table 3: Success Criteria, Level AAA

Notes: Not applicable. The Spare Launch Platform was not evaluated for WCAG 2.2 Level AAA conformance.